



Department
of Health

Office of Alcoholism and
Substance Abuse Services

ANDREW M. CUOMO
Governor

HOWARD A. ZUCKER, M.D., J.D.
Commissioner of Health, DOH

ARLENE GONZÁLEZ-SÁNCHEZ, M.S., L.M.S.W.
Commissioner, OASAS

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Dear Providers:

In light of recent events which may result in an increase of patients in the Western New York and Finger Lakes regions in need of substance use disorder treatment and supports, we wanted to remind you of the following resources available from the New York State Office of Alcoholism and Substance Abuse Services (NYS OASAS) to assist with accessing substance use disorder care:

- **Medication Assisted Treatment** – A listing of all Methadone and Buprenorphine prescribing physicians and programs can be found at <https://www.oasas.ny.gov/AdMed/methadone/index.cfm>.
- **NYS OASAS Bed Availability Dashboard** – Physicians can find an OASAS-certified substance use disorder treatment provider by using the [OASAS Bed Availability Dashboard](https://bi1.oasas.ny.gov/oasasbed) [<https://bi1.oasas.ny.gov/oasasbed>]. This online application allows anyone to find available inpatient treatment beds anywhere in the state and in real time.
- **Access Treatment** webpage - The **Access Treatment Page** on the OASAS website [<https://www.oasas.ny.gov/treatment/index.cfm>] includes an “Access Treatment” video series to help individuals and families navigate their way through the addiction treatment system and obtain the addiction treatment services they need. Ten videos walk individuals through how to navigate the SUD system. The page also has information about what to do if care is denied, how to appeal a denial of coverage, and what rights you have as a patient or as a family seeking care for a loved one.
- **Understanding Your Rights for Substance Use Disorder Treatment and Insurance Coverage** brochure – This brochure [<https://www.oasas.ny.gov/publications/pdf/Rights%20for%20SUD%20Insurance%20Brochure.pdf>], is a great resource for individuals and their family members to review to help them understand their rights and responsibilities when accessing SUD care.
- **NYS HOPEline** – Call 1-877-8-HOPENY (1-877-846-7369) or text HOPENY (Short Code 467369) for 24-hour assistance with accessing SUD treatment.
- **Combat Heroin & Prescription Drug Abuse website** – Visit www.combatheroin.ny.gov for more information on addressing heroin and prescription opioid abuse, including a [Kitchen Table Tool Kit](http://www.combatheroin.ny.gov/kitchen-table-toolkit) [<http://www.combatheroin.ny.gov/kitchen-table-toolkit>] to help start the conversation about the warning signs of addiction and where to get help. The tool kit includes two videos and discussion guides for parents, communities, schools, coaches and providers to use to start and continue the conversation about addiction.
- **Naloxone Training** – Naloxone can reverse an opioid overdose. Free trainings are available across the State. To find an upcoming naloxone training session at an OASAS Addiction Treatment Center near you, visit <http://www.oasas.ny.gov/atc/ATCherointraining.cfm>. All Opioid Overdose Prevention Programs throughout the State can be found at http://www.health.ny.gov/diseases/aids/general/resources/oop_directory/index.htm.

Sincerely,

Howard A. Zucker, M.D., J.D.
Commissioner of Health

Arlene Gonzalez-Sanchez, M.S. L.M.S.W
Commissioner of the Office of and Substance Abuse Services